



UD TRUCKS

UD Trucks

CONNECT

Going the Extra Mile for Our Customers

August 2017 Volume 5



Contents

UD Trucks Connect | August 2017 Volume 5



Message from Gert Swanepoel

Dear UD Trucks Fleet Owner,

At UD Trucks Southern Africa, we are continuously looking for innovative ways to bring quality service and support to you, our customers.

To truly support you, we believe that it must be an interactive partnership, one where we get to fully understand your business and your specific transport requirements.

We live our vision from the inside out, believing that we can only operate successfully and responsibly if our people embody these ideals, and are truly committed to provide our customers with the kind of support and service that they expect and deserve.

Key to this is our ever-growing network of franchised dealers around southern and eastern Africa. They are ready to support you through various accredited sales, maintenance, finance, parts and product services, no matter where you operate in the region.

In the highly-competitive transport business, we know that every cent and every minute counts.

We are therefore continuously investing in the training of our dealer staff to proactively support our customers. Innovative support offerings, include state-of-the-art telematics as standard on all Quester and Croner models, assists fleet owners in cutting their transport costs.

As a manufacturer, we are continuing to make inroads in the market and I believe that with the renewed focus and drive that spring brings, we will grab even more market share in the months to come.

They say no winter lasts forever, so let's hope that this saying also applies to the current economy and market conditions!

I wish you all a very inspiring and successful month!

Gert Swanepoel
Managing Director: UD Trucks Southern Africa

Market Insights

Business Remains Confident in Market

The seventh month of the year saw the commercial vehicle market experience negative growth in all three truck sub-segments of the market.

When looking at the domestic and export year-on-year sales for July, Medium Commercial Vehicle sales declined by 6.01%, the Heavy Commercial Vehicle segment by 2.02% and the Extra Heavy Commercial Vehicle segment declined by 1.7%

"We continue to believe that extensive effort by business to uphold confidence has ensured that even though the results remained negative, the losses were relatively

small," said Gert Swanepoel, Managing Director of UD Trucks Southern Africa.

The total market loss so far this year, compared to the same period in 2016, is only 3.6%, with a total of 14 853 trucks and buses sold locally.

We still look at politics, the policy environment and the global market all having a negative impact on the local truck market. However, we are expecting a good result from the agriculture segment due to better production conditions, and increased demand for commodities from the USA and China should also boost our local economy somewhat.

UD Trucks is also looking forward to when the construction industry's growth gets back on track, which should lead to increased sales in construction-related vehicles such as tippers and cement mixers.

"We will wait in anticipation for the official release of the second quarter's economic results but indicators are that we only experienced a so-called technical recession, so conditions are certainly looking slightly more favourable," explained Gert Swanepoel, Managing Director of UD Trucks Southern Africa. "It is up to businesses and the truck industry as a whole to seize every opportunity out there and to contribute to the expansion of the economy as much as possible." ●

Croner Firsts

The production of UD Trucks' new Croner Heavy Commercial range, Croner, is now in full swing at the company's assembly plant in Rosslyn.

"An investment of R5 million was made in the upgrading of the local assembly facilities to accommodate production of the Croner range, including new tooling, equipment, jigs and fixtures," said Aubrey Rambau, Rosslyn Plant general manager. "This also included the training of staff and new systems to ensure the quality of the end-product driving out of the plant."

Ten staff members from the Quality, Engineering, Logistics and Production departments were sent to the UD manufacturing facility to receive in-depth training on the new range. A dedicated project facility was also established to train the local operators, and a number of engineers from the UD Trucks Corporation have been to South Africa to assist with the roll-out of the new range.

The new quality system involves in-plant evaluations by specially-trained operators, who provides constant feedback to ensure the same quality levels all along the assembly process. Some of the new tools that were introduced in the plant included digital torque

wrenches, automatic transmission oil filling equipment, as well as new pulse, battery and drive tools. To enhance the ergonomics and productivity in the plant, new actuator jigs and easy movers introduced.

We are very proud of the new Croner product, but even more so of our dedicated team of engineers, production specialists and operators who have gone the extra mile over the last number of years to ensure that our customers receive a quality, smart and modern HCV truck with ultimate dependability.

First Customer

The first Croner purchased was proudly presented to Barend Brecher, a farmer from Pongola in KwaZulu-Natal by UD Trucks' dealer in the area, UD Trucks Magnis Zululand.

"We already have some UD truck-tractors and freight carriers in our fleet to transport vegetables to the market, as well as other general deliveries. When the Croner was first introduced to us, we were very keen to acquire this heavy commercial unit to carry some smaller loads," said Brecher. "We have a strong partnership with UD Trucks and are therefore very proud to receive this first unit."

"We believe that the Croner range will prove itself a reliable and versatile truck range built with robust and quality components," said Gert Swanepoel, managing director of UD Trucks Southern Africa. "We are honoured to deliver this first unit to a loyal UD Trucks customer, and that their Croner will help optimise productivity and efficiency in their business."

More information on the Croner range is available at <https://www.udtrucks.com/en-za/home> ●



New Dealership in Harrismith

A new UD Trucks dealership will open in Harrismith, Free State, on 4 September 2017. The dealership is strategically located inside the Highway Junction truck stop right of the busy N3 highway, and will offer UD fleet owners convenient sales, service and maintenance support.

UD Trucks Harrismith forms part of the Morgan Group, which also owns the UD Trucks dealership in Welkom.

“Our partnership with UD Trucks spans over 12 years and during this time, we have come to appreciate everything the brand stands for and aspires to,” said Dicky Roux, dealer principal of UD Trucks Harrismith. “UD Trucks truly know South African customers and local operating conditions,

and therefore offer exceptionally built, quality and durable products. We are happy to continue our investment in the UD Trucks brand.”

Gert Swanepoel, managing director of UD Trucks Southern Africa, said that the company is pleased to continue their partnership with the Morgan Group in Harrismith.

“With the N3 being the main corridor between Gauteng and the Durban port, Harrismith is crucial to our objective of being there for our customers wherever they operate,” said Swanepoel. “We have every confidence in the ability of the Morgan Group and their Harrismith team to go the extra mile for UD fleet owners, and to provide them with a level of service that surpass expectations.”



UD Trucks announced the establishment of a new dealership in Harrismith, Free State with Director of the Morgan Group, Hugh Morgan, and Gert Swanepoel, Managing Director of UD Trucks.

Apart from scheduled maintenance and after-hours servicing (by appointment), the Harrismith dealership is also able to assist in case of an emergency breakdown in the area – a crucial service to get fleet owners’ assets back on the road as soon as possible. There are also sleeping facilities available for drivers’ convenience as their trucks are being serviced. The Highway Junction truck stop also offers an onsite clinic, restaurants and even a laundromat.

The dealership also keeps a full parts department with daily deliveries directly from UD Trucks Southern Africa.

This service dealership also boasts UD Trucks-accredited technicians and apprentices, as well as a parts manager, general manager and several other support staff.

“We value our investment in the UD Trucks brand, thus all our staff are fully qualified for their respective positions. As an ever-expanding company, we also offer additional skills development opportunities to our staff to provide our customers with the best possible service,” said Roux. “This goes a long way in building quality partnerships with our customers and ensuring that we meet their trucking needs into the future.”

UD Trucks currently has 36 dealers in South Africa, bringing accredited support and quality products right to fleet owners’ doorstep.

UD Trucks Harrismith
Highway Business Park
1 Industria Road, Hardustria, Harrismith, 9880
Tel: 058 622 1381
Breakdowns: 079 5029 137 ●

Winners Galore at the Annual Golf Day

UD Trucks pulled out all the stops at its annual corporate golf day at Centurion Country Club. Players were welcomed to the course in true UD-style with a display of the current model line-up and branded flags and banners all along the course.

Played in a 4-ball alliance format, the teams took to the greens with a great spirit of camaraderie and a healthy dose of friendly rivalry. One of the highlights of the day was the opportunity to tee-off from the truck bed of one of UD Trucks’ new Croner units, as well as golfers trying to beat one of South Africa’s leading professional lady golfers, Tandi McCallum, on a Par 3 hole.

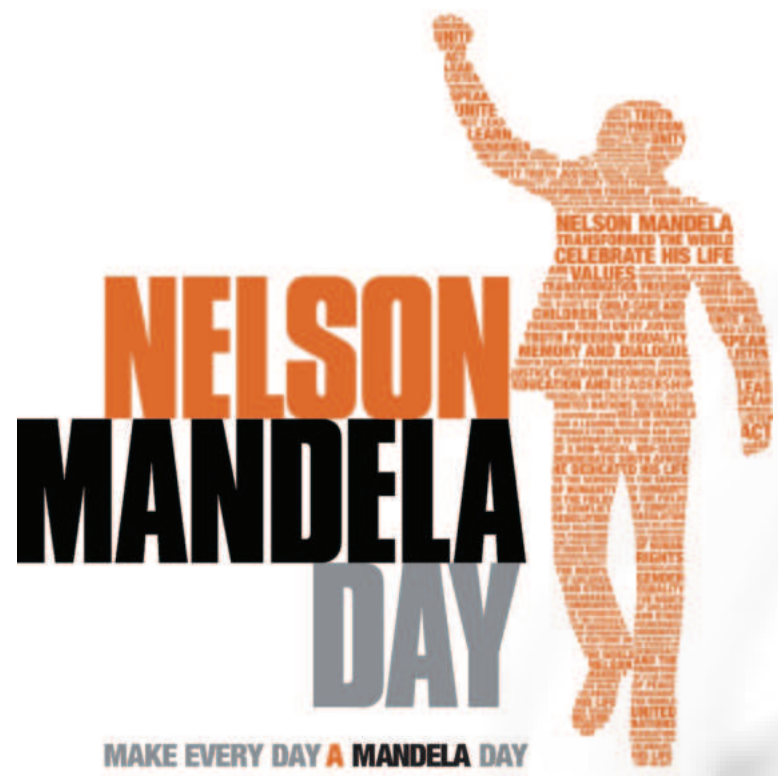
In the end, top honours went to Steven Muller, Ryan van Heerden, Rakesh Seetal and Jan Potgieter with a

score of 91 points. Prizes were also awarded to the golfers who had the longest day, the longest drive and were closest to the pin.

The top individual Stableford scorers were also rewarded for their winning rounds with a trip to Kariba Dam to participate in an exclusive tiger fishing competition – a true once-in-a-lifetime experience.

“Golf gives us the opportunity to spend some time with our customers away from the office. Here on the fairways, partnerships are strengthened and new alliances formed,” said Gert Swanepoel, Managing Director of UD Trucks Southern Africa. “Golf is also a great equaliser, so no matter who you are or what your title is, we are all out there to enjoy the day and to play a great game of golf.” ●





UD Staff Being the Change



"We can change the world and make it a better place. It is in our hands to make a difference."
– Nelson Mandela.

[Click here to enjoy a few special moments with the UD Team on the day](#)



UD Trucks Southern Africa staff from its head office and assembly plant in Rosslyn, took these words to heart in honour of Mandela Day 2017. The UD team was out in full force at the Kids Victory Centre in Klipgat in the North-West Province, to make a tangible difference in the lives of the children and elderly residing there.

The Kids Victory Centre cares for 18 orphaned or disabled children, a number of elderly people, and also serves as an aftercare centre for around 40 primary school children every afternoon.

This is the second year that UD Trucks have returned to the centre to assist, and the team spent three times the regular 67 minutes volunteer time



of Mandela Day painting the exterior and interior of the facility, fixing electricity problems, tending vegetable gardens, clearing rubble, as well as erecting a new fence.

Staff also once again generously donated everything from clothes, electronics, books, toys and food to linen, to help alleviate some of the inhabitant's immediate needs.

The residents and the community were also given a hearty meal on the day, thanks to the generous donation of hundreds of cups of warm, nutritious soup and bread by the Shoprite Soup Kitchen feeding scheme – a UD Trucks supported project.



Free health checks, including blood pressure tests, were provided to the inhabitants and members of the community courtesy of Realty Wellness.

Other UD Trucks suppliers and supporters also donated to the cause, including Sanitech, Servest, Super Rent, Fusion Travel, Swedish Workplace HIV and AIDS Programme (SWHAP) and Event Wizards.

"Today we are the change we want to see in our community," said Aubrey Rambau, Aubrey Rambau, Rosslyn Plant general manager. "Our team really rallied to make a big impact in a short time. Helping really changes something within yourself and we are looking forward to keep investing back into our community at every chance we get. ●



New Sales Director Welcomed

UD Trucks Southern Africa is pleased to announce the appointment of Paul Uys as new Sales Director.

Paul has a passion for sales and building customer partnerships, and has extensive experience in the commercial vehicle sales arena.

We welcome Paul and wish him every success in his new role.





THE ALL NEW

Croner

Make Every Moment Count



- Lower Maintenance Costs
- UD Telematics Services* • Full Automatic Transmission
- Longer Oil Drain Intervals • More Fuel Efficient • 2 Year Warranty**

Product in photograph is for illustration purposes only and is subject to stock availability.

Talk to your UD Trucks Dealer to find out how they can make every moment count. Go to udtrucks.co.za, to locate your nearest dealer.

Call our 24-Hour Roadside Assistance 0800 008 800 (in breakdown situations)

Going the Extra Mile

* Country Specific

** Relevant to SA supplied product

